

Area Monday/Friday

1/18/19 Monday

-DM, with stores lacking service, to show me a coaching card win.

1/4/19 Friday

Visits going forward will be...

- Review and discuss POTW and how store team understands and executes it
- Review and discuss Pulse looking for wins and opportunities
- Review and discuss wins and opportunities with Customer Plan
- Please look at metrics and have expectations on what you struggled with so we can come up with a plan to help you

Alyce sent out new calendar, please make sure you discuss the attendance policy again to your team as we enter the new year...

HCS in D724 1/15 & 1/16

- Wrap Up 1/17 at 1pm 11964,
- RX NPS
- Equip Portal
- SATR Portal
- Engagement Action Plan
- Rx Quality

Make sure POTW is 100% including the Front Consumption Table in FE

7/30 Area Call

- No longer able to auto fill for controlled substances (for new Controls)
- Are there any Insurance Plans that don't cover 90 day but show up in the Call Portal?
Send an email-done
- How is the Customer Plan getting not only to the RXM, and Staff, but all of the Pharmacy Staff members??
- We need to turn up the heat on digital, FE with ISO(In Store Orders), and Rx texting etc.
- Going forward, we are doing walks digitally.

PLAINTIFFS TRIAL
EXHIBIT

P-00431_00001

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